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✓ Massachusetts
Department of
Mental Retardation

In Partnership with Communities

GOVERNMENT DOCUMENT
COLLECTION

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Annual Report

July 1, 1999 - June 30, 2000

Commonwealth of Massachusetts

Jane Swift
Governor

William D. O'Leary
*Secretary, Executive Office of Health
and Human Services*

Gerald J. Morrissey, Jr.
Commissioner, Department of Mental Retardation

The Department of Mental Retardation is an independent state agency within the Executive Office of Health and Human Services which provides a wide range of services and supports to Massachusetts' citizens with mental retardation.

Every day, the DMR provides an array of support services to 29,786 people across the state. Their level of disability may require assistance in job placement, transportation, or residential services, or more intense levels of treatment, monitoring and care.

The DMR provides these services through state-operated programs and by contracting with more than 265 private provider agencies across the state.

The DMR strives to provide support services in safe and healthy environments and promotes the creation of opportunities for people with disabilities to become fully integrated participants in their communities. It promotes individual development, encourages family involvement, and emphasizes consumer and family involvement in the decision making process.



Commissioner's Message

As I look back on the close of fiscal year 2000, I am struck by some of the amazing work that occurred this year through the dynamic coalition of Department of Mental Retardation (DMR) staff, provider agencies, individuals and families, advocacy organizations, and all parties that are part of the DMR community. It was a very productive and successful year, one that brought new opportunities, services and supports to thousands of individuals with mental retardation and their families. I want to thank everyone in the DMR Community for their ongoing commitment, perseverance, love and support for the work of our staff, providers, and families perform everyday.

This past year we concentrated on four management objectives. They are: *partnership with communities, workforce support and development, organizational coherence* and *service excellence*.

There were many noteworthy accomplishments in FY00, and the following are a few of the key highlights:

- Under *Partnership with Communities*, there were the successes of our family support and children's programs, our school-based initiatives, and the continuation of the Department of Education/DMR project that keeps families together avoiding costly out-of-community placements. We continued our successful partnership with law enforcement and public safety agencies to safeguard the well being of the people we support. In March during Mental Retardation/Developmental Disabilities month, there were a series of recognition events presented in conjunction with families and boards across the state that showcased the accomplishments of individuals and their families. We held statewide art exhibitions to showcase the talent of artists with disabilities all over the state. The best were featured at an exhibit at the State House.
- With *Workforce Support and Development*, the DMR and the University of Massachusetts and the Community College Systems established linkages to create courses and concentrations of study to adequately prepare staff for the future. This year we continued our Provider Summits bringing this planning and communication initiative to every Region and Area of the state. Together with the provider community we have crafted strategies to enhance communication and understanding, while devising better ways to upgrade the skills of direct-care staff, and to recruit more people to these challenging careers.
- Under *Organizational Coherence*, we continued our ongoing work to strengthen and redefine our Investigations Division, as well as in Quality Management and Operations. We saw great success in providing quality supports while strengthening communication and trust among all parties. We improved and clarified our information data bases to make them more consistent, easier to use and track information. This year we also began a comprehensive approach to strategic management where we reviewed who we are and where we should be going.
- *Service Excellence*. If anything defines DMR and our staff, it is our capacity to deliver quality supports to the individuals and families we support. This year was the third year of our initiative to address the Waiting List securing essential funding for families in need. We continued giving supports to young men and women who turned 22 years of age this year, offering at least some combination of day, family support, or transportation services. Thus for the second year, no individuals who Turned 22 this year were added to the Waiting List.

These are highlights and only scratch the surface of the fine work that occurs all over Massachusetts as DMR and provider staff, families, and communities provide the support that people with disabilities need. Together, we have accomplished a lot. More people and families are receiving supports from the Department than ever before as we deliver quality supports and peace of mind.

We need to continue this record of achievement in the years ahead and I look forward to working with all in the DMR Community to give individuals with developmental disabilities the supports and services they truly deserve.



Gary Morrissey

Introduction

DMR Annual Report

July 1, 1999 - June 30, 2000

Over recent years a central theme of the Massachusetts DMR has been "Partnerships," a key ingredient that points to the success of how this agency delivers quality supports to individuals and families.

This agency's primary partnership is with the individuals and families the DMR supports. Families will always be DMR's most significant partner, for nothing can supplant the love, support, care, and vested interest families have in ensuring that their loved one with a developmental disability has the greatest chance to pursue a fulfilling and satisfying life.

The DMR staff, working with individuals and families and in concert with provider organizations, has had great success in creating quality lives, good housing options, real jobs and recreational opportunities for people with developmental disabilities.

In recent years, the DMR has forged other successful partnerships. It has worked with the Cellucci/Swift administration, the Legislature, self-advocates, unions, providers, and advocacy organi-

zations to secure essential funding to support families in need. This collaboration resulted in more than \$94 million



in new revenue over the last two fiscal years to help these individuals and families.

The DMR continued our work with local and state police, District Attorneys, the Disabled Persons Protection Commission to prosecute wrongdoers and create safe environments where people with disabilities can live and work in safety, and enjoy life. The Department strengthened its relationships

with local communities, civic agencies, and financial institutions to increase acceptance and understanding for people with developmental disabilities. Local DMR offices have linked with local businesses, chambers of commerce, and employment organizations to create real jobs for people with disabilities.

Recognizing the need to foster a more skilled, diverse, work force, the DMR has firmly established partnerships with educational institutions. For several years, the DMR has linked with the University of Massachusetts and the Community College system to offer courses and concentrations that in some cases lead to a degree program. This year, the Department has entered into a partnership with the Massachusetts Executive Office of Community Colleges to launch a "Direct Support Certification Program" that will set basic levels of competencies and skill for direct care staff.

There is a strong partnership with the provider community. The DMR continued the development of Provider Summits around the Commonwealth in

FY00 Calendar Highlights

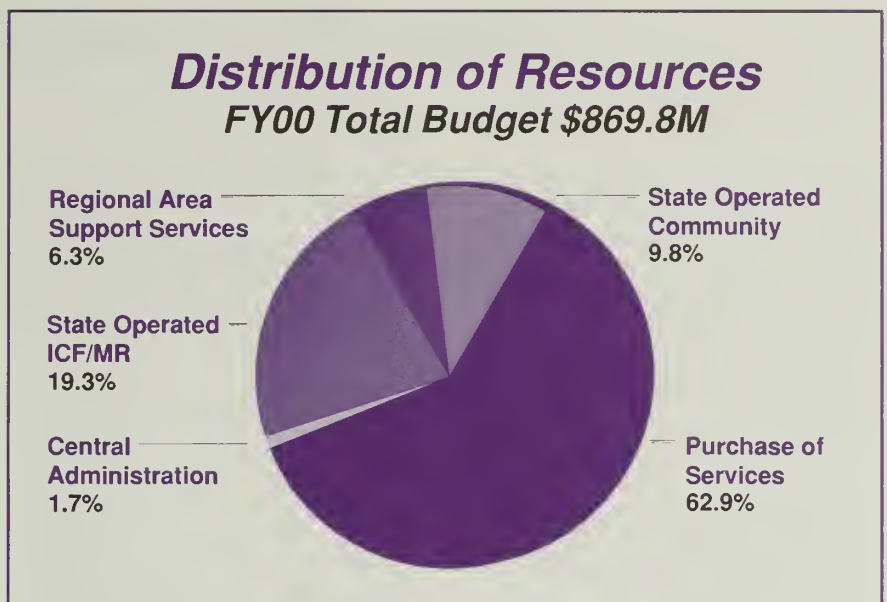
July	August	September
July 12 Wrentham Developmental Center holds 20th Annual Golf Tournament	August DMR achieves A+ rating from EOAF in working with minority/women's businesses	September 7 First graduates of LPN course honored by DMR
July 20 Lt. Gov. Swift, Boston Mayor Menino address UYCP reception at State House	August Two DMR staff receive top state performance awards	

an effort to foster better communication and understanding. These summits identified and addressed common concerns, explored opportunities for greater collaborations to deliver the highest level of support services. This partnership has already had successful results including initiatives that have increased the salaries and developed educational opportunities for direct care staff.

There are less formal partnerships that occur everyday across Massachusetts. Some are as simple as being a friend, offering a needed ride to a neighbor with a disability, making sure that civic or neighborhood functions welcome people with disabilities, or public service groups raising funds and working for the good of disability causes. All of these partnerships erase stigmas and stereotypes, promote understanding and make life a little better for individuals with developmental disabilities and their families.

The DMR is so much more than the 8,000 employees, the seven facilities, the 29 regional and area offices, and the 1,792 small community residences across the state. It is the 29,786 individuals with mental retardation that the DMR supports. It is their loving families and guardians. It is the Cellucci/Swift Administration and the dedicated Legislature. It is the 265 provider organizations. It is the growing number of self-advocates and the active membership of the Statewide Advisory Council, regional, facility, and area boards.

The DMR is about people, people



with disabilities striving to reach their full potential. It is about professional staff supporting and working with these individuals and their families to develop individualized supports that help people live safely and independently. DMR and provider staff work 365 days a year, quietly and professionally providing quality supports to thousands of individuals and families across the state. These supports may be places to live, transportation, assistance in daily living, help on-the-job or preparing people for work, respite, or intense levels of treatment, monitoring, or care.

Still despite this large workforce, the DMR is only the second largest provider of services and supports to people with mental retardation. The largest provider, of course, is families and friends

who care for their loved ones every day making sure they are safe, comfortable, respected and leading full lives. A state agency is no substitute for the nurturing bond that occurs naturally in a loving supportive family.

The DMR recognizes and accepts its role to support and work with individuals, families, advocates, providers, and community groups in partnership so that Massachusetts can remain a leader in the development of innovative and flexible supports that meet families' needs and desires.

These themes of partnerships, families, choice and quality are central to the DMR's mission as it moves forward and strategically plans for the challenges of the next century.

FY00 Calendar Highlights



A Year of Accomplishment

There were many significant accomplishments in FY00 that led to better lives, enhanced supports, and more satisfaction for thousands of individuals with developmental disabilities and their families across Massachusetts.

Among the highlights for the year were:

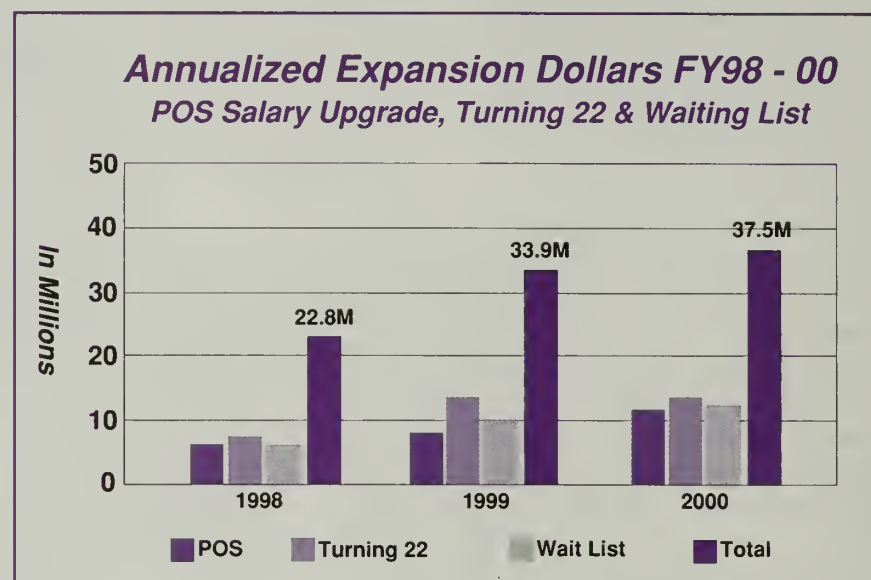
Continued Support from the Cellucci/Swift Administration and the Legislature

Once again, the DMR received a very favorable budget through the input and dedication of families, citizen boards, labor unions, providers and advocacy of \$869.8 million. This budget included increased funding for the Waiting List, Turning 22 providing some level of support to all individuals who graduated in FY00, as well as salary increases for direct care staff in provider organizations. There was also funding to hire 25 new service coordinators in the state system.

The budget reaffirmed the commitment of the Cellucci/Swift Administration and Legislature to supporting disability issues in the Commonwealth.

Care For Disabled Living in Nursing Facilities

In October, the Cellucci/Swift Ad-



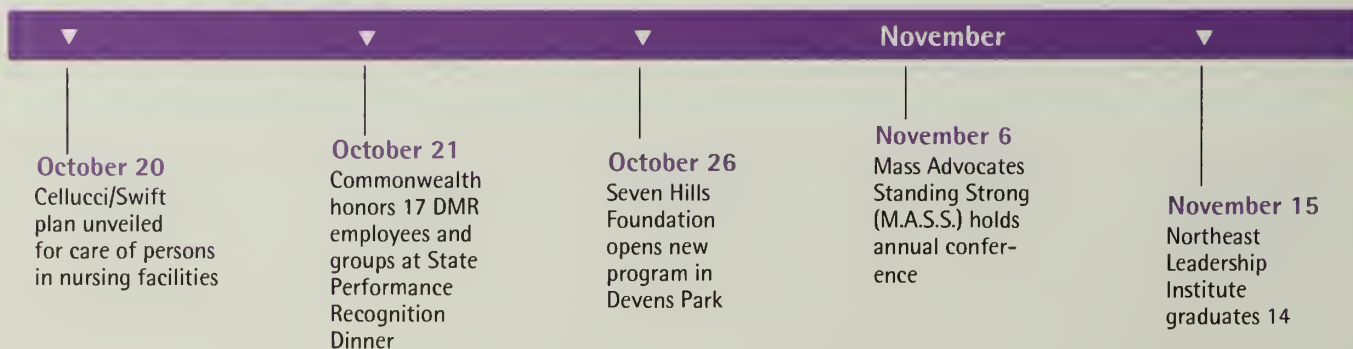
ministration and Attorney General Tom Reilly announced the details of a comprehensive plan to provide community-based care to hundreds of mentally retarded and developmentally disabled persons currently residing in nursing homes. The plan was drafted in collaboration with several legal advocacy groups including ArcMass, the Disability Law Center, the Mental Health Legal Advisors Committee and the Center for Public Representation (CPR).

The plan targets individuals with mental retardation and developmental disabilities who currently receive state ser-

vices in nursing facilities. The goal of the initiative is to move hundreds of individuals with mental retardation and developmental disabilities out of nursing facilities and into the community - providing opportunities to interact with family and friends and better access to work and community supports.

The initiative calls for the DMR to place nursing facility residents and provide them with services in a community residential setting over the eight years of the agreement. During the first year of the agreement, the DMR met its placement goals. The agreement also

FY00 Calendar Highlights



requires efforts to prevent unnecessary nursing facility admissions, and requires that specialized services be provided to individuals who are admitted and need them.

Plan To Eliminate Waiting List

In December, 2000, Bill O'Leary, Secretary of the Executive Office of Health and Human Services, and Attorney General Tom Reilly unveiled the details of a five-year plan to eliminate the wait list for services to individuals with mental retardation throughout the state. The \$114 million plan, which provides 2,225 individuals with mental retardation with residential placements and introduces many support services, sets Massachu-

setts apart as the leader nationally in providing services to this population.

"Today we are providing individuals with mental retardation and their families more than just services, we are providing them with peace of mind that their loved ones will be guaranteed appropriate care," said O'Leary. "The Cellucci/Swift Administration has taken the lead over the past four years dedicating more than \$87 million to deliver community and residential services to more than 3,000 individuals with mental retardation."

In addition to serving 300 individuals this year, the plan calls for \$85 million in new funding to provide a residential placement to every individual with mental retardation in the state currently waiting for such services. Residential placements typically include group home settings and provide individual supports with round the clock living assistance in the communities in which they live. Under the terms outlined in the plan, the state will provide 375 to 400 residential placements per year over the next five years.

The plan also funds interim in-home family supports to assist these individuals while the new residential placements are brought on line. For those individuals on the waiting list who are in need, the plan offers 476 individuals day services.

Over the past four years, the Cellucci/Swift Administration has committed more than \$33.75 million in new dol-

lars to serve 1,546 persons with mental retardation waiting for services. Additionally, the Cellucci/Swift Administration was the first in the nation to create a "Turning 22" program which closes the front door to the wait list by essentially offering each graduating student eligible for DMR services some combination of day, family support and/or transportation. In addition, those members of the graduating class determined most in need of continued residential services are able to receive them after graduation. This administration has dedicated more than \$49 million in new spending to Turning 22 over the past four years, providing needed supports to 1,522 persons with mental retardation.

Planning for the Future

In FY00, work began on a comprehensive strategic plan that will position the agency to more effectively manage future challenges over the next three to five years. This new strategic plan will assist the DMR in establishing a framework, setting priorities, making standards and practices more uniform, and enhancing communications between all constituencies, and allow the DMR to keep pace with this dramatic growth.

There is a four-step process for the plan; -- strategy formulation, strategy planning, implementation, and evaluation and control. Through the spring and summer, a planning team gathered data, interviewed all key constituencies,

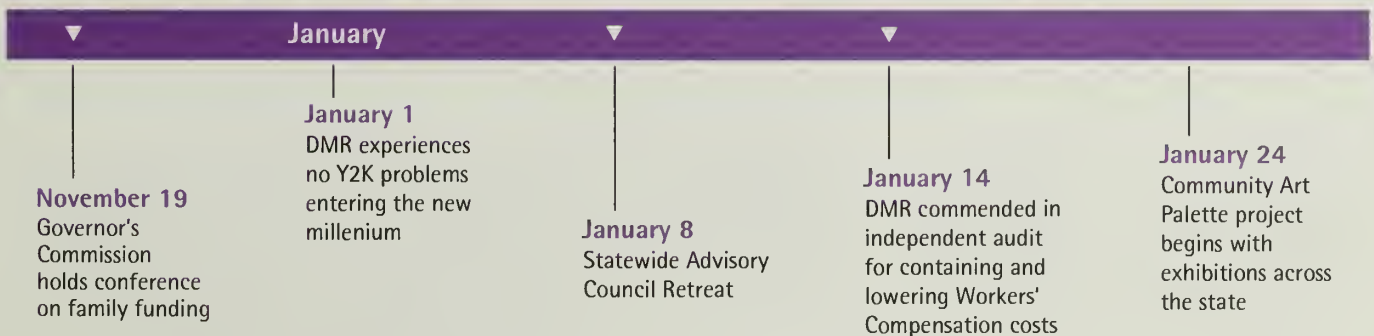
What is Mental Retardation?

Mental retardation refers to substantial limitations in present functioning. It is characterized by significantly subaverage intellectual functioning existing concurrently with related limitations in two or more areas of the following adaptive skill areas: communication, self-care, homeliving, social skills, community use, self-direction, health and safety, functional academics, leisure, and work.

Mental retardation manifests before 18 years.

—AAMR (1992)

FY00 Calendar Highlights



and conducted meetings to prepare the strategic plan.

Once the plan is completely implemented, individuals and families the DMR supports will have a clearer understanding of where they stand. They will have more knowledge about support options, and be assured that they are being treated with respect and level fairness when resource allocations are made.

Workforce Support and Development

The DMR recognizes that its success at providing quality services to the people it supports is contingent upon having a caring, talented, motivated and diverse workforce. The DMR is committed to ensuring that the quality of its workers and work environment continues to improve and evolve.

In FY00, the Department launched several initiatives to ensure quality workforce development.

- The DMR entered into a partnership with the Massachusetts Executive Office of Community Colleges to create a "Direct Support Certification Program" that will document that individuals who complete the program have achieved a basic level of competencies and skill. The Certification will be based on the National Skill Standards and the DMR mandatory trainings. The first series of classes are already underway.

- Together with the Office Human Resource Development and Employee Relations (HRD/OER) and the Department of Mental Health (DMH), and AFSCME Council 93, the DMR began a program to train employees to become Licensed Practical Nurses (LPN). The program has already graduated two classes.

- The Leadership Development Institute (LDI), a program that provides leadership and educational opportunities to people who are committed to making long-term impact on the lives of people with disabilities, graduated its fifth class.

- The DMR continues to work with providers and the UMass College system to seek more opportunities for col-

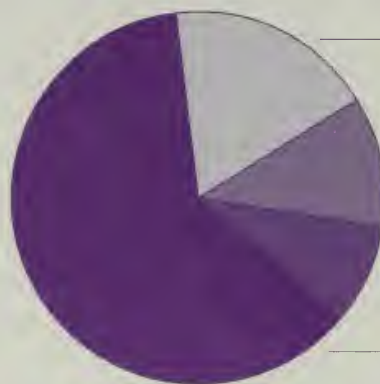
laborative educational opportunities.

Investigations Strengthened

Emphasis continued on strengthening the Investigations Unit. The DMR also moved forward with formal partnerships with the Disabled Persons Protection Commission, District Attorney's, and state and local law enforcement agencies in handling allegations of mistreatment, abuse, or neglect against persons with mental retardation. Complaint Resolution Teams were also formed this year to develop action plans to address allegations of abuse or mistreatment.

Bernard J. Murphy, was appointed Director of Investigations. He previously served as Assistant District Attorney from the Bristol County District Attorney's Office.

Residential Services as of June 30, 2000



11,024 people received DMR residential services

FY00 Calendar Highlights

February		March	
January 27 Cellucci/Swift administration submits FY01 House I Budget with significant expansion for Waiting List, T22, & POS salaries	February 2 Community Art Palette project continues with exhibitions across the state	February 16 Tuskegee Airmen address DMR staff during Black History Month	February 17 DMR announces partnership with provider agencies, community colleges to offer Direct Care Certification Program
			DMR and the MR community hold 20 events and award ceremonies across the state in recognition of Mental Retardation/Developmental Disabilities Month

Partnership with the Private Provider Community

For the last several years, the DMR and Private Provider Organizations held Provider Summits to develop specific recommendations for promoting a true working partnership. The Summits have set basic principles and common ground for this partnership that include self-determination and the need to improve the quality of life for people with disabilities and their families. Communication between all parties should be open, honest and respectful.

This year the Summits set specific statewide committees that are studying the following vital issues; healthcare, economics, workforce development, transportation, quality management, and safety and abuse prevention. The Summits also looked to ensure that their initiatives and objectives are in line with the DMR's new strategic plan.

A+ in Working with Minority Women Business Enterprises

The DMR scored very highly in a state Affirmative Market Program report prepared by the Executive Office for Administration and Finance. The report rated state agencies and measured progress made by the departments in meeting established benchmarks in enhancing their work with minority and women business enterprises.

The DMR scored an A plus in this category and was rated fifth best out of some 91 agencies that were evaluated.



The first class of Holyoke Community College students who were part of the Direct Support Certification Program, a partnership between the DMR and the Executive Office of Community Colleges.

15 Honored at MR/DD Month Ceremony

On Thursday afternoon, March 30, in the Great Hall of the State House more than 450 people attended DMR's Recognition Day Celebration. The event honored 15 individuals and groups from across the state focusing on the theme "In Partnership with Communities Together, We Can Do It."

During the ceremony, Commissioner Morrissey presented the Dybwad Leadership Award, named in honor of Dr. Gunnar Dybwad, who has worked on behalf of people with mental retardation and their families for more than 65 years.

This year's award honored the life,

contributions, achievements and humanity of Allen Crocker, M.D.

"Dr. Crocker's medical career and accomplishments are comparable to the breadth, influence and impact of Gunnar Dybwad," Commissioner Morrissey explained. "His work, scholarship, dedication, and commitment to humanity have helped the world achieve greater understanding about mental retardation and developmental disabilities."

The event was hosted by Charles Austin, a news reporter for WBZ-TV, Channel 4. Austin is a parent and a former member of the Governor's Commission on Mental Retardation.

The Partnership Ceremony was part of Mental Retardation/Developmental Dis-

FY00 Calendar Highlights

▼ ▼ April ▼ May				
March 20 Family Bridges/Stand By Me conference in Springfield	March 30 450 people attend DMR Recognition/Partnership ceremony at State House. Sixteen people and organizations are honored. Community Palette artists honored in Doric Hall	April 11 Governor's Commission holds conference on the future of MR services and supports	April 14 Lt. Gov. Swift addresses South Valley Legislative Breakfast	May DMR sponsors four housing conferences held across the state



Allen Crocker, M.D., (l.), with Commissioner Morrissey and Dr. Gunnar Dybwad.

abilities month. Regional, facility, and area offices working in concert with individuals, families, boards and advocacy groups held a series of events throughout March to highlight the abilities and accomplishments of people with disabilities.

Community Art Palette Project

From January to March, the Department sponsored a project that showcased the artistic talents of people with mental retardation all over the Commonwealth. There were numerous art exhibitions held around the state as part of this project. More than 100 artists were showcased in these programs.

Through the week of March 27 – 31, the finer selection of these Regional exhibitions were featured in the Doric Hall of the State House. The exhibition clearly showed the impressive talent of

these artists, their ability to express themselves, and their view of the world through diverse artistic media. The show drew the attention of many visitors to the State House that week. On March 30, the DMR held a special ceremony to honor and recognize the work of these 30 artists and their families.

Fall River Joins UYCP

The Urban Youth Collaborative Program (UYCP), entered a successful ninth year, placing inner city youths in valuable summer jobs providing support to people with mental retardation. The summer also marked the addition of another city, Fall River, to the program that operates in ten other Massachusetts cities.

Coordinated by the DMR, high school seniors and college students with multicultural backgrounds work in an

eight-week, full-time paid job for private provider programs. UYCP lays the foundation for a more diversified workforce to better serve a more diversified clientele with multicultural backgrounds. More than 900 graduates of the program have landed jobs, changed career paths, helped people, and benefited from this summer jobs program.

The students undergo a full week of training to learn about mental retardation, human values, human rights, behavior management and how to provide care. For the remainder of the program the students work on-site at community residences operated by provider agencies.

UYCP operates programs in Springfield/Holyoke, Lawrence, Lowell,



A Matisse mural created by 11 artists from New England Villages that was featured at the State House Art Exhibit.

FY00 Calendar Highlights

▼ June ▼				
May 5 500 attend Fall River Community Reception honoring accomplishments of people with disabilities	May 19 Templeton Developmental Center celebrates Centennial	May 26 Central Region hosts 4th Annual Community Education Forum focusing on Workforce Development	June DMR, DMA, Office of Elder Affairs sponsor five conferences on supporting elder caregivers across the state	June 6 & 7 1,350 attend 16th annual DMR Human Rights Conference. Clarence Sundram delivers keynote address

Worcester, New Bedford, Quincy/Brockton, Fitchburg/Leominster, Boston, and Cambridge/Somerville.

Sixteenth Annual Human Rights Conference Continues Success

On June 6 & 7, some 1,350 people attended the Sixteenth Annual Human Rights Conference, "In Small Places...Finding Human Rights Where We Live Work and Play," in Sturbridge.

Clarence Sundram, former chairperson of the New York Quality of Care Commission, opened the conference on Tuesday with a brief look on human rights in the 20th Century. The following day, conference attendees heard from Sandy Houghton, a self-advocate from western Massachusetts, who spoke on "Now and Into the Future; Human Rights from the Personal and Political Perspectives of Self-Advocacy."

The Office for Human Rights produced a full year's data on restraint use and provided detailed analysis for senior management. The associated review has led to a number of proposals for improvements in DMR restraint practices.

Citizen Leadership

On Saturday, Nov. 20, more than 140 board members and staff attended the Annual Citizen Advisory Board Conference in Shrewsbury. The day focused on how boards and the DMR can work together effectively. Four major themes centered on the ongoing development of citizen boards; -- community education, legislative advocacy, quality assur-

ance, and board development.

The day was marked with the transition of Jon Johanson, of Somerville, stepping down as chairperson of the Statewide Advisory Council (SAC) after many years of dedicated service and accomplishment. The SAC membership elected Robin Foley, of Worcester, as chairperson; Richard Krant, of Norwood, as vice chairperson; and Rita Fallon, of Georgetown, as secretary.

Entering the New Millennium

The DMR experienced no problems crossing over to the new millennium. A dedicated team of computer staff, cen-

tral office and field managers, and provider staff planned and worked hard to ensure that all of DMR's computer systems were up and running and that support systems would function properly.

Virtually all state agencies were successful in maintaining efficient operations through this Y2K transition.

Conversion to New Payroll System

In late winter, the DMR together with all other state agencies converted to a new personnel/payroll automated system and a biweekly pay schedule. Human resource professionals greatly

Workers Compensation % Active Cases vs. Workforce FY91-FY00



DMR Senior Staff

Gerald J. Morrissey, Jr.
Commissioner

Mark Fridovich, Ph.D
Deputy Commissioner

Margaret Chow-Menzer
Assistant Commissioner
Systems Integration & Management

Janet George, EdD
Assistant Commissioner Policy
Planning and Children's Services

William Hetherington
Assistant Commissioner
Management and Finance

Marianne Meacham
General Counsel

Dorothy Mullen
Assistant Commissioner
Quality Management

Larry Tummino
Assistant Commissioner
Field Operations

Teresa O'Hare
Western Region

Diane Enochs
Central Region

Amanda Chalmers
Northeast Region

Richard O'Meara
Southeast Region

Jeffrey Keilson
Metro Region

assisted in this transition to ensure that the day-to-day operations and personnel concerns at all facilities, community and area offices went smoothly.

DMR, MDDC Honor Businesses Who Hire Disabled

On Oct. 18, the DMR together with the Massachusetts Developmental Disabilities Council (MDDC) honored more than 25 firms and individuals from across Massachusetts who employ individuals with mental retardation. The event honored employees as well as DMR and provider staff who have done exemplary work in helping people with disabilities get jobs.

Templeton Developmental Center Celebrates Centennial

On Friday May 19, more than 150 people came together to celebrate the first 100 years of the Templeton Developmental Center in Baldwinville. The Center was formerly a satellite of the Walter E. Fernald School in Waltham and operated as an agricultural treatment facility.

Many current and former residents, staff and family members of the Templeton Developmental Center were honored during the ceremony.

Two men in particular, Leo P. LaChance and Philip J. Corrigan were honored for their consistent support and hard work in the development, benefit and expansion of Templeton.



Cemeteries Restored

The DMR continued its efforts to repair and restore the final resting places of former residents of Developmental Centers. All of these centers that have cemeteries made significant progress in locating graves, restoring or placing headstones or markers at each grave, improving roads and walkways, installing fencing, and improving the general landscaping of the grounds.

In September, more than 100 people attended an afternoon ceremony at the Glavin Regional Center to rededicate the Hillside Cemetery.

Albert Warner, a former resident of Belchertown State School who has spearheaded the statewide effort to bring proper recognition to the people who are

buried in these cemeteries and his wife Agnes addressed the gathering. Warner's mother, Celia, who had nothing but a number on marker when she died in 1922, is among those buried at Hillside. The cemetery serves as a burial ground for 215 patients of the Worcester State Hospital who passed away between the years of 1918 to 1924.

The Monson Developmental Center also held a ceremony at their campus cemetery in September to rededicate the cemetery and honor the 199 people who are buried there. The cemetery was opened in 1946, and closed in 1993. Many improvements were made to the grounds to restore it to its proper dignity.

DMR Statewide Advisory Council

Rita Fallon
Interim Chairperson, Georgetown

Irwin Alterson
Lexington

Gustav Christensen
Lexington

Robert Cutler, Jr.
Arlington

Dr. Wanda Grant Knight
Malden

Richard Krant
Norwood

Pauline Litchfield
Duxbury

Ann Paszko
Lancaster

Gary Siperstein
Marblehead

Daniel Shannon
Plympton

Alice Taverna
Russell

Ralph Edwards
Director, Office of Citizen Leadership

The Department at a Glance

as of June 30, 2000

<i>Fiscal Year</i>	<i>1998</i>	<i>1999</i>	<i>2000</i>
Total budget for department	781.8M	824.7M	869.8M
Number of employees (FTE's)	7,543	7,416	7,004
Number of people served	27,169	28,508	29,786
Number of people in community residential programs	7,110	7,644	7,714
Number of people living in developmental centers	1,445	1,343	1,293
Number of people in supported employment programs	4,730	6,239	6,172
Number of individuals and families receiving supports	17,805	19,063	19,579
Number of providers contracting with the DMR	310	297	265

▼ *DMR Human Rights Advisory Council* ▼

Pat Freedman
Boston, Chairperson
Cheryl Authier
Springfield
Barbara Cutler
Arlington, Vice Chairperson
Gunnar Dybwad
Wellesley, *Emeritus*

Matthew Engel
Northampton
Florence Finkel
Sharon
Stan Goldman
Boston
John Julian
Winthrop
Joana Johnson-Smith
Dorchester

Edwin Mikkelsen
Wellesley
Raymond Plouffe
Waltham
Carol Tubman
Wollaston, Secretary
Thomas Anzer
Director for Human Rights

How to contact the Department of Mental Retardation

160 N. Washington Street, Boston, MA 02114

Tel. (617) 727-5608 or visit our website at: www.dmr.state.ma.us

West Regional Office

1380 Main Street
Springfield, MA 01103
(413) 731-7742

Franklin/Hampshire

One Roundhouse Plaza
Northampton, MA 01060
(413) 586-4948

Berkshire

333 East Street
Pittsfield, MA 01201
(413) 447-7381

Holyoke/Chicopee

100 Front Street
Holyoke, MA 01040
(413) 535-1022

Springfield

436 Dwight St. Suite 205
Springfield, MA 01103
(413) 784-1339

Westfield

125 N. Elm Street
Westfield, MA 01085
(413) 562-1599

Central Regional Office

Glavin Regional Center
214 Lake Street
Shrewsbury, MA 01545
(508) 845-9111

South Valley – Milford

Westview Mall
Milford, MA 01757
(508) 792-7749

South Valley *

309 Main Street
Southbridge, MA 01550
(508) 792-7756

North Central

285 Central Street
Leominster, MA 01453
(508) 792-7490

Worcester

40 Southbridge Street
Worcester, MA 01608
(508) 792-7545

Northeast Regional Office

Hogan Regional Center
Hathorne, MA 01937
(978) 774-5000

Lowell

325 Chelmsford Street
Lowell, MA 01851
(978) 970-0223

Merrimack Valley

200 Main Street
Haverhill, MA 01832
(978) 521-9432

Metro North

27 Water Street
Wakefield, MA 01880
(781) 224-0207

North Shore

The Atrium – 2nd Floor
10 Elm Street
Danvers, MA 01923
(978) 762-8368

Southeast Regional Office

68 North Main Street
Carver, MA 02330
(508) 866-5000

Taunton/Attleboro

21 Spring Street
Taunton, MA 02780
(508) 824-0614

Brockton

500 Belmont Street
Brockton, MA 02401
(508) 427-5731

Cape Cod/Islands

270 Communication Way
Hyannis, MA 02601
(508) 771-2595

Fall River

305 Pleasant Street
Fall River, MA 02720
(508) 730-1209

New Bedford

908 Purchase Street
New Bedford, MA 02740
(508) 992-1848

Plymouth

68 North Main Street
Carver, MA 02330
(508) 866-3689

Metro Regional Office

160 N. Washington Street.
Boston, MA 02114
(617) 624-7512

West Boston/ Brookline *

1208 VFW Parkway
W. Roxbury, MA 02132
(617) 325-1155

Central Middlesex

20 Academy St.
Arlington, MA 02174
(781) 646-5500

Charles River West

255 Elm Street
Somerville, MA 02144
(617) 623-5950

Dorchester/Fuller *

85 East Newton Street
Boston, MA 02118
(617) 266-8800, ext. 417

Harbor *

66 Canal Street
Boston, MA 02114
(617) 624-0430

Middlesex/West

46 Park Street
Framingham, MA 01702
(508) 879-1111

Newton/South Norfolk

125 West Street
Walpole, MA 02081
(508) 668-3679

South Coastal

1221 Main Street
So. Weymouth, MA 02190
(781) 337-2165

Facilities

**Paul A. Dever
Developmental Center**
Taunton, MA
(508) 824-5881

**Walter E. Fernald
Developmental Center**
Waltham, MA
(781) 894-3600

**Irving A. Glavin
Regional Center**
Shrewsbury, MA
(508) 845-9111

Hogan Regional Center
Hathorne, MA
(978) 774-5000

**Monson
Developmental Center**
Monson, MA
(413) 283-3411

**Templeton
Developmental Center**
Baldwinville, MA
(508) 792-7435

**Wrentham
Developmental Center**
Wrentham, MA
(508) 384-3114

* satellite office

2000 DMR Annual Report

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Commonwealth of Massachusetts Performance Recognition Program

Each year, the Commonwealth of Massachusetts recognizes state employees who have provided exemplary and outstanding service to the Commonwealth over the last year.

This year, DMR staff who were honored are:

2000 MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE

Catherine McDonald, Clinical Director, Northeast Region

PERFORMANCE RECOGNITION AWARD RECIPIENTS

Individual Award Recipients

Debra Foti, Management Analyst, Central Office

Jeffrey Weigold, Office of Management & Finance, Applications Developer, Central Office

Wendy Wodarski, Assistant General Counsel, Central Office

William Johnson, Service Coordinator, Western Region

Helen Rzenik, MRW II, Western Region

Patricia Moriarty, MRW I, Western Region

Marianne Fritsch, Speech Language Pathologist I, Central Region

Michael Richards, MRW II, Templeton Developmental Center, Central Region

Peter Trayers, Worcester Office Area Director, Central Region

Patricia Plaster, Nurse Practitioner, Northeast Region

Rita Menice, LPN, Southeast Region

Scott Ryan, Motor Truck Driver, Wrentham Developmental Center, Southeast Region

Cindy DiGiacomo, Laura O'Connell, David Perry, Program Directors, Southeast Region

Carol Phipps, Service Coordinator I, Metro Region

Janet Pouliot, MRW I, Josie Aristide, MRW I, Giselle Beauchamp, MRW II, Jean Louis, MRW I,

Valeri Messina, MRW I, Musset Pierre, MRW I, Sonny Tsagli, MRW II

Human Resources Compensation Management Systems Team (HR/CMS)

**The Personnel/Payroll Staff who work in the Central, Regional,
and Facility Human Resource Offices**

Mission Statement

The Department of Mental Retardation is dedicated to creating, in partnership with others, innovative and genuine opportunities for individuals with mental retardation to participate fully and meaningfully in, and contribute to, their communities as valued members.

Guiding Principles

- Respect the dignity of each individual through vigorous promotion of the human and civil rights which, in part, strives to keep people free from abuse or neglect;
- Promote the capacity of people with mental retardation to exercise choice and to make meaningful decisions in their lives;
- Empower individuals and their families to speak out for themselves and others, initiate ideas, have choices, and make decisions about supports, consistent with available resources;
- Enhance the public awareness of the valuable roles persons with mental retardation assume in society through promotion of physical and social integration;
- Recognize that realizing one's potential takes courage, skills, and supports;
- Support the dignity of achievement that results from risk-taking and making informed choices, while recognizing the Department's role in supporting consumers to minimize risk to themselves and ensuring that their choices do not infringe upon the rights of others;
- Recognize that services providing meaningful benefits to individuals require a commitment to ongoing monitoring and evolutionary change;
- Provide access to services through a single, local, and familiar setting;
- Assure that ethnic and cultural diversity of each individual and staff are valued and respected in the design and delivery of services;
- Ensure that services and resources are flexible, cost effective, allocated according to standards of fairness and equity, and provided in the least intrusive manner possible;
- Operate according to sound fiscal and management practices which lead to the responsible use of public funds;
- Operate with an appreciation for the responsibilities that come with public service.

